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Class Specifications
for the Class:

RETIREMENT SYSTEM BENEFITS MANAGER
(RETIREMENT SYSTEM BENEFITS MGR)

Duties Summary:

Plans, organizes, manages, directs, and coordinates the activities of the Enrollment, Claims and Benefits Branch of the State of Hawaii Employees' Retirement System (ERS); and performs other related duties as assigned.

Distinguishing Characteristics:

This class reflects the work of the chief of the Enrollment, Claims and Benefits Branch of the State of Hawaii ERS which is responsible for planning and coordinating the retirement program for State and County employees and retirees including enrolling eligible members; providing counseling services and information; computing and authorizing claims for benefits; refunding contributions to members who terminate employment; reviewing Medical Board and hearing officers' decisions; adjudicating claims for death benefits to beneficiaries; and participating in the development of program plans, rules and regulations, policies and procedures.

The sole position in this class plans, coordinates, directs and supervises all activities of the branch through subordinate supervisors and program staff. In addition, the position in this class resolves controversial or novel claim cases or other highly complex problems; reconsiders claims that are pending formal appeal by the claimant; interprets laws, rules, regulations and other legal requirements for subordinates; and plans and coordinates improvements in the branch's operations and services. General supervision is provided by the Administrator or Assistant Administrator of the ERS.

Examples of Duties: *(The sole position may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

Plans, organizes, coordinates and manages operations and activities of the Enrollment, Claims and Benefits Branch; supervises, manages and directs the receipt and processing of applications for service and disability retirement benefits, refund of contributions and death benefits claims; plans, organizes, directs and supervises the development and execution of operational plans of the branch; directs studies of program operations, program evaluation and program development activities including the computerization of ERS operations; directs the development of an informational program for ERS members and other interested parties including preparation of informational hand-outs, self-help worksheets, brochures, handbooks, audio and/or video packages; directs section supervisors in staff development and implementation of new procedures; reviews subordinates' work assignments and their projections of short- and long-range goals and objectives; sets long- and short-term goals and objectives for the branch; recommends appointments to vacant positions and other personnel actions including promotions and transfers, leaves, etc.; develops operational and training manuals for staff; interprets and/or clarifies laws, rules, regulations and policies for subordinates and others; resolves controversial claims and novel or unprecedented work problems; prepares and justifies the branch's budget and submits requests for personnel, materials and other resource needs; recommends new or amendments to existing laws, rules, regulations and policies; works with and maintains liaison with other agencies and individuals to explain policies, legal requirements and to resolve controversial and highly complex problems; offers testimony in court for contested claims and benefit cases; authorizes payments for retirement benefits, death benefits, refunds, etc.; speaks before groups about benefits, services and other matters pertaining to the ERS; and resolves grievances from subordinates.

Knowledge and Abilities Required:

Knowledge of: Laws, rules, regulations, policies, procedures and practices relating to the State of Hawaii ERS; extensive range of principles, practices and techniques of claims examination, development and adjudication; and report and letter writing.

Ability to: Plan, organize, manage, supervise and direct the activities of the Enrollment, Claims and Benefits Branch; read, comprehend and interpret complex laws, rules, regulations, reports and studies; review and analyze overall operations and services and recommend improvement measures; prepare budget requests; apply analytical methods and techniques in resolving controversial claims and highly

complex problems; supervise subordinates and conduct appropriate training programs; recognize the need for new or amended classes, rules, regulations and policies and make appropriate recommendations; speak before

groups and communicate effectively orally and in writing; and establish and maintain effective working relationships with others.

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This is a change in title from Enrollment, Claims And Benefits Manager, which was approved on December 21, 1998, to RETIREMENT SYSTEM BENEFITS MANAGER (RETIREMENT SYSTEM BENEFITS MGR).

Effective Date: September 7, 2000

DATE APPROVED: 9/25/00 _____

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